DDRS Update on COVID-19 Response
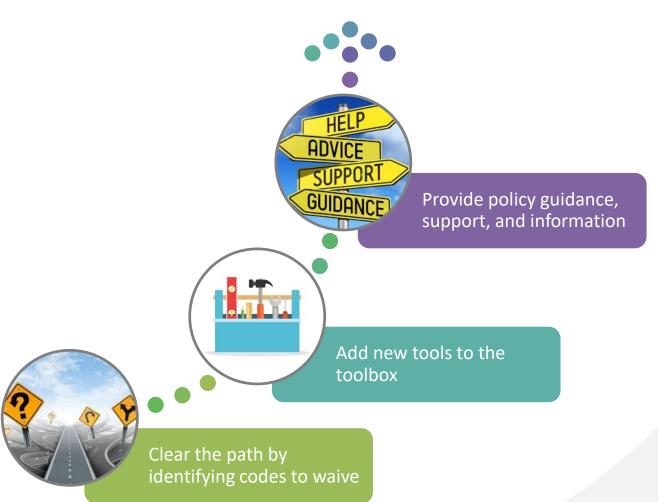
March: The Sprint

Where Have We Been - March COVID-19 Edition

Provide policy guidance, support, and information

Add new tools to the toolbox

Clear the path by identifying codes to waive

Where Have We Been
COVID-19 Edition

March: The Sprint

April: Hitting Our Stride

DDRS Goals for COVID-19 Efforts

Help prevent the spread of COVID-19 and keep people alive

Operationalize flexibilities

Provider network maintained

Empower person-centered decision-making for self-advocates, families, case managers, and providers

Enable Empowered Execution
Define Current Reality
LEADING THROUGH CRISIS
ACT
ASSESS
ALIGN
Cultivate 360° Communication
Develop a Prioritized Plan
Create Simple Rules

Image by: McChrystal Group & NASDDDS

Hope and fear cannot occupy the same space. Invite one to stay.

Maya Angelou

JAROFQUOTES.COM

Where Have We Been - April COVID-19 Edition

- Daily FSSA Leadership Calls
- Daily DDRS Leadership Calls
- Critical Stakeholder Group Calls – M/W/F
- Weekly ISDH / FSSA Calls

Increased Communication and Accessibility

Stakeholder Feedback – What is Working?

Stakeholder Feedback – Where Are the Rough Spots?

Adjust, Modify, and Clarify Policy Guidance and Information

Bureau of Rehabilitation Services Vocational Rehabilitation

- Remote service delivery continues with some in-person meetings to resume once offices are prepped for return.

- Reaching out to all employed VR participants
  - Authorizations going out to VR employment service providers to assist in capturing information:
    - Current employment status
    - Current and future employment needs

- Remote employment service [guidance](#) issued in March, 2020

Bureau of Rehabilitation Services Vocational Rehabilitation

- Trends
  - VR Applicants 25% lower
  - 85% of eligible individuals continue to be prioritized to receive services (in service priority category 1)
- Communication/message - VR services are still available www.vrs.in.gov
  - Letter sent to all participants
  - Web updates – examples of how VR can be helpful at this time
  - Applying for VR services – what to expect during COVID-19 pandemic
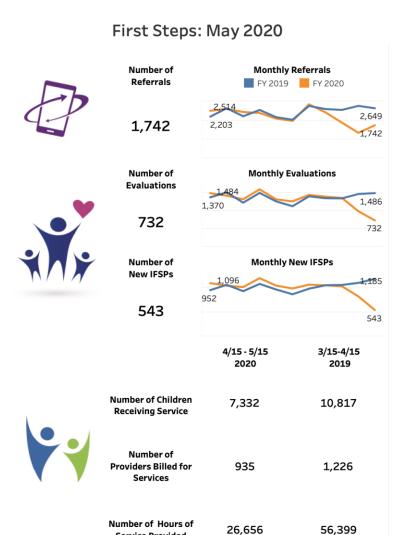
Bureau of Child Development Services First Steps

- Service Delivery
  - Issued COVID-19 policies, procedures, forms and guidance which can be found at www.firststeps.in.gov
  - Issued guidance for getting face to face with families
  - Services are being delivered both virtually through video conferencing, telephone (audio-only), and in person
- Professional Development
- Communication with stakeholders
  - Hosted weekly calls with SPOEs, agencies, and independent providers
- Getting "Back on Track"
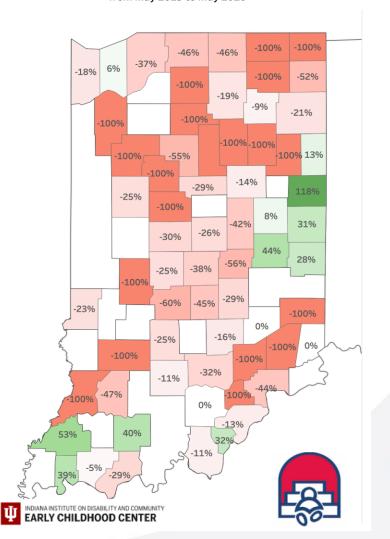 - Developed a workgroup of early intervention stakeholders

Bureau of Child Development Services
First Steps

First Steps: May 2020

Number of Referrals

1,742

Monthly Referrals
— FY 2019 — FY 2020

2,514
2,203
2,649
1,742

Number of Evaluations

732

Monthly Evaluations

1,484
1,370
1,486
732

Number of New IFSPs

543

Monthly New IFSPs

1,096
952
1,185
543

	4/15 - 5/15 2020	3/15-4/15 2019
Number of Children Receiving Service	7,332	10,817
Number of Providers Billed for Services	935	1,226
Number of Hours of Service Provided	26,656	56,399

Percentage change in number of children referred from May 2019 to May 2020

Bureau of Developmental Disabilities Services
Bureau of Quality Improvement Services

- <u>Identify and Operationalize Flexibilities</u>
  - **Indiana Code Waivers** – staff hiring requirements, incident reporting requirements, timeline extensions for various placement disruptions, changes, or hospitalizations, service flexibilities
  - **Appendix K** – service flexibilities (such as telemedicine), expansion of service settings, modifying use of paid family caregivers, modified provider qualifications and provider types, level of care processes, provider incident reporting requirements
- <u>Direct Communication and Accessibility with Program Administration</u>
  - Facebook Live Video updates (biweekly)
  - Family video/web sessions in coordination and partnership with The Arc and Family Voices
  - Weekly calls with Case Management Providers
  - Weekly webinars with Providers/Case Managers
  - Weekly check in calls with residential providers

Bureau of Developmental Disabilities Services
Bureau of Quality Improvement Services

- Providers communicating service/site closures, visitor restrictions, change in service delivery, and re-openings
- Utilizing our partnership with Culture of Quality (NASDDDS) to brainstorm COVID 19 data collection and data tracking efforts and managing COVID related information
- <u>Written Guidance and Communication</u>
  - COVID-19 specific FAQs, scenarios, discussion tools, resources
- <u>Data Tracking Efforts</u>
  - Application for Services
  - Information from provider calls
  - Incident Reporting Data & Tracking
  - Budget Modification Requests
  - Waiver Interruptions/Hospitalizations

Weekly Touch Base Calls

State staff use a weekly call format to check in with providers to offer support and share information. Topics include:

- PPE
- Staffing issues
- Surge planning
- Providing links to resources and guidance

Share Resources

Utilize data and information obtained through various resources such as the provider network, Indiana State Department of Health (ISDH), CMS, and DDRS/BDDS guidance to ensure providers have access to available resources to address their needs.

H   Help prevent the spread of COVID and keep people alive
O   Operationalize flexibilities
P   Provider Network maintained
E   Empower person-centered decision making for advocates, families, case managers and providers.
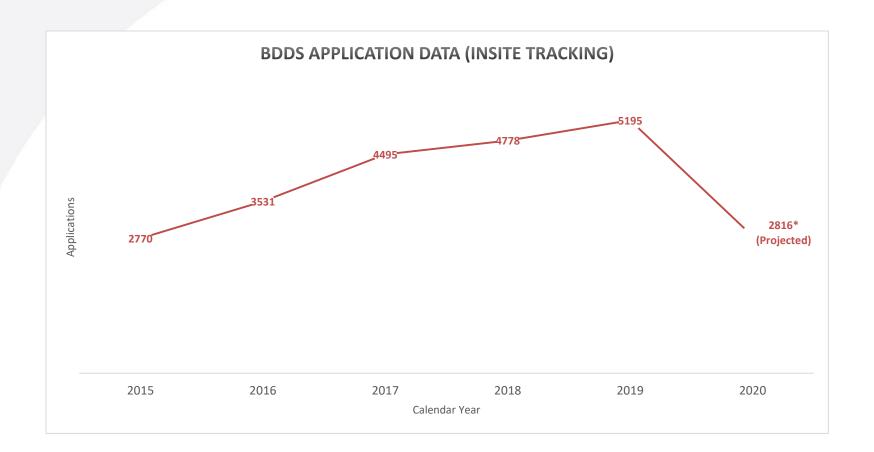
HOPE

Data Coding

Staff code responses to targeted questions in order to prioritize state response. Coding utilizes types of likert scales such as Red-Yellow-Green or a 1-5 ranking.
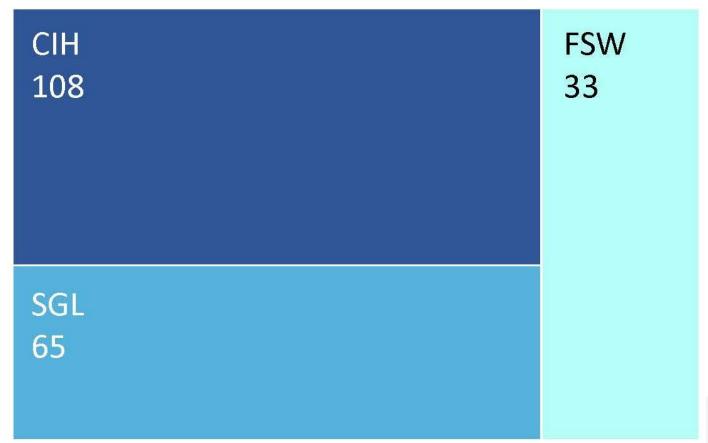
Manage Responses

Staff and management receive an aggregated weekly call report. Information is sorted and coded to assist with identification of emergent issues and needs.

BDDS APPLICATION DATA (INSITE TRACKING)

Applications

2770

3531

4495

4778

5195

2816*
(Projected)

Calendar Year

2015   2016   2017   2018   2019   2020

COVID-19 Data:
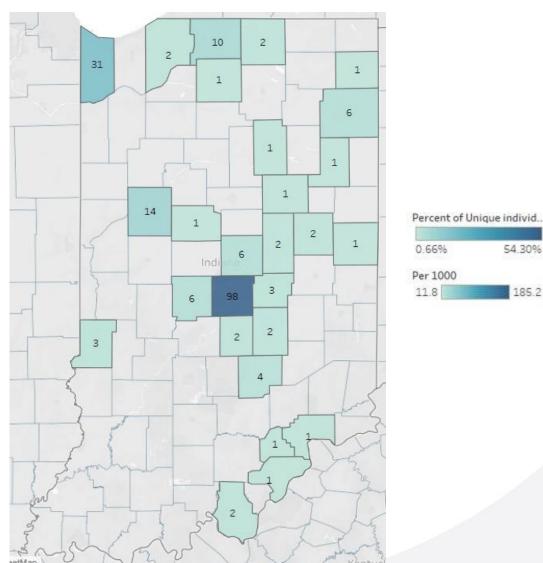## Total Number of BDDS COVID Positive Cases

CIH
108

FSW
33

SGL
65

Total Cases: 206
Total COVID-Related Deaths: 12

COVID-19 Data:
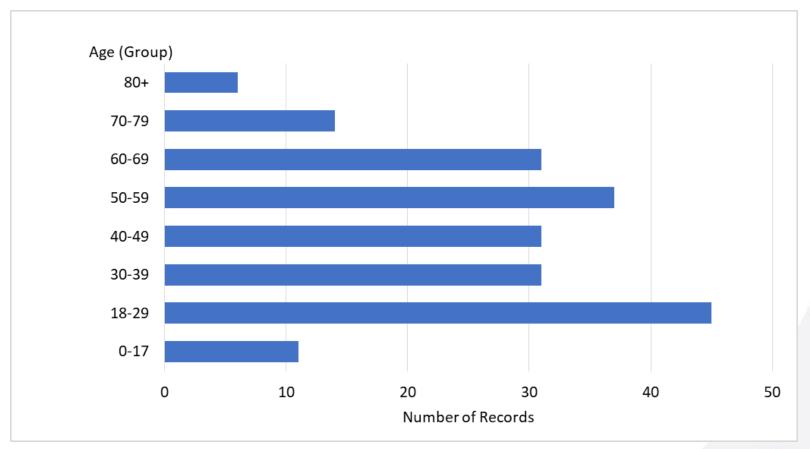# Percentage of Total COVID Positive Cases by County

COVID-19 Data:
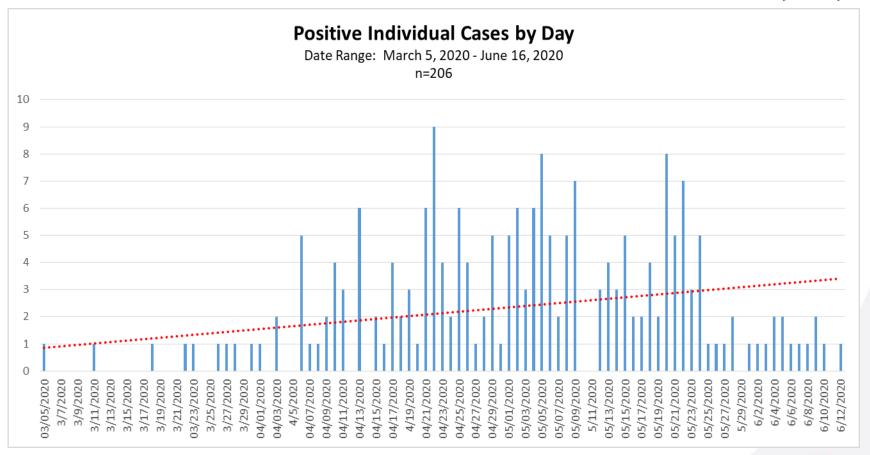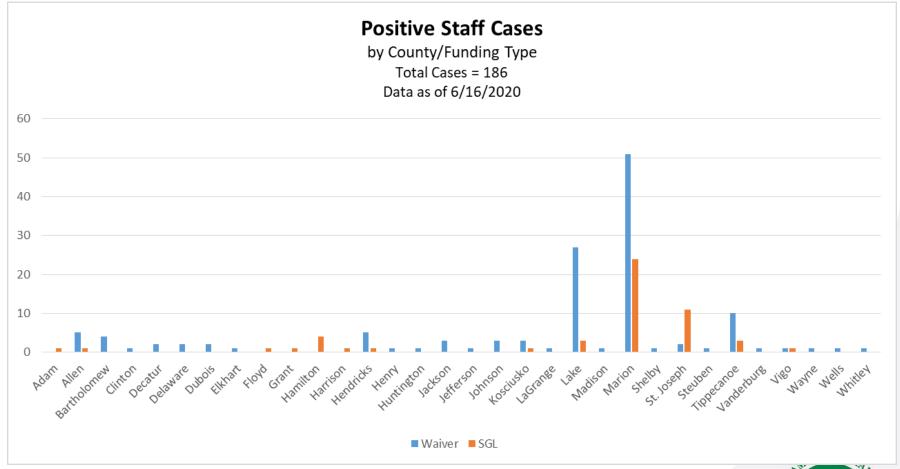# Age Among Unique COVID Positive Cases

Positive Individual Cases by Day
Date Range: March 5, 2020 - June 16, 2020
n=206

COVID-19 Data:
Positive Staff Cases by County and Funding Type

Positive Staff Cases
by County/Funding Type
Total Cases = 186
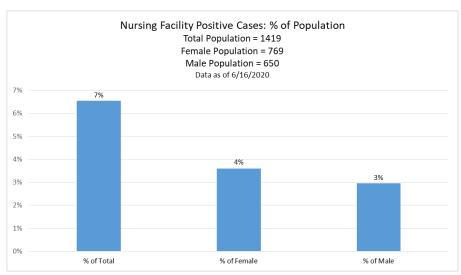Data as of 6/16/2020

Total COVID-related deaths- 4
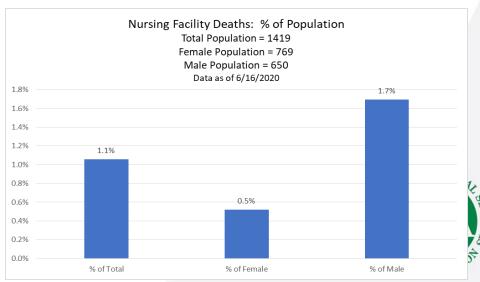
COVID-19 Data:
COVID Positive Staff Cases by Day

Positive Staff Cases by Day
Date Range: April 11, 2020* - June 16, 2020
n=186

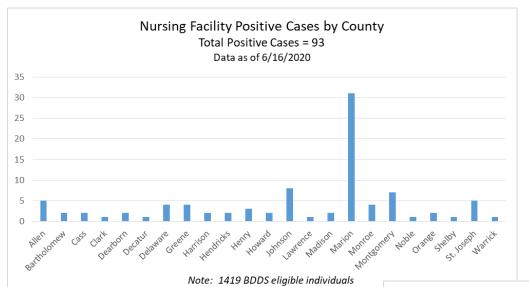*Note: Staff reports were not required prior to 4/10/2020.

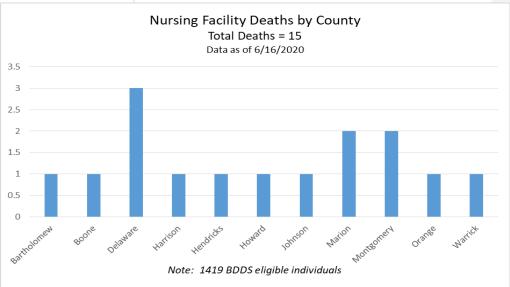## % of Total COVID Positive Cases Among BDDS Eligible NF Residents

- Long-term stay data for 1,419 BDDS eligible individuals living in Nursing Facilities (NFs)

- NFs may have individuals designated as having an IDD, but they have not been determined BDDS eligible

- NFs are not required to report incidents, including COVID related incidents to BDDS.

- BDDS Staff have reached out to facilities serving these individuals to identify / gather this information.

- Individuals in NFs under a short term stay are included in our overall BDDS COVID-19 data

Nursing Facility Positive Cases: % of Population
Total Population = 1419
Female Population = 769
Male Population = 650
Data as of 6/16/2020

Nursing Facility Deaths: % of Population
Total Population = 1419
Female Population = 769
Male Population = 650
Data as of 6/16/2020

COVID-19 Data:
COVID Positive Cases Among BDDS Eligible NF Residents by County

Nursing Facility Positive Cases by County
Total Positive Cases = 93
Data as of 6/16/2020

Note: 1419 BDDS eligible individuals

Nursing Facility Deaths by County
Total Deaths = 15
Data as of 6/16/2020

Note: 1419 BDDS eligible individuals

Where are We Headed?
COVID-19 Edition

March: The Sprint

April: Hitting Our Stride

May: Changing the Course

What Did We Learn?
COVID-19 Edition

- People are resilient

- People rise to the challenge

- People are creative

- People became closer even with social distancing and isolation

- People are more comfortable with technology

Where We Are Headed – May and Beyond COVID-19 Edition

- Challenges:
  - Continued uncertainty – compounded by the various steps needed to get Back on Track
  - Increased staffing challenges
  - Need to begin unwinding flexibilities over time
  - Recognized provider difficulties associated with fiscal costs related to the COVID-19
  - Continued need to ensure individuals are receiving individualized supports in a way that makes sense for their current circumstances/needs/life goals

Where We Are Headed – May and Beyond COVID-19 Edition

- Key Questions:
  - How do we use what we've learned to meet the challenges for this next part of the journey?
  - How do we move forward and support individuals in building toward a new normal versus looking back to recreate a pre-COVID state?

THANK YOU

When
Social Distancing
Is No Longer
A Thing
Make Sure It's
No Longer A Thing

#inclusion

Isla~Blue
PHOTOGRAPHY

CHILL & GRILL

Key Updates on 1102 Final Report Recommendations & Proposed Agenda Items for Next Meeting